

E-04204A-06-0783

ORIGINAL



ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2007 - 59924

Date: 4/24/2007

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Randy S.

Schaefer

Account Name:

Randy S. Schaefer

Home: [REDACTED]

Street:

Work: [REDACTED]

City:

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company:

Unisource ** Energy Services (UNS)

Division:

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

Randy S. Schaefer

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

APR 27 2007

DOCKETED BY

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ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

20 APR 27 PM 4:34

RECEIVED

Regarding Docket # E-04204A-06-0783

To whom it may concern:

I think this rate hike is totally unethical and has no merit. We here in Kingman AZ are paying the highest electric rates in the State of AZ at more than .10 cents per kilowatt hour and to increase that would be a hard ship to most of the senior population and those that are trying to live on a fixed income. There services warrant no such increase and find it absurd that they even want to try to increase there rates. What do they need all the extra money for they have not made any improvements and there customer service is awfull as it is!!!

Thank you

Randy Schaefer

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Replied with the following email:

April 26, 2007

RE: UNISOURCE ENGERY SERVICE

Dear Randy S. Schaefer:

Your letter regarding the Unisource Energy Services ("UES") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the UES application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. I have also filed a complaint on your behalf in regards to the high bills. I should hear back from the company within five business days. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

4/26 (Faxed to Lynn Combs to have this Opinion docketed). CLOSED.

End of Comments

Date Completed: 4/26/2007

Opinion No. 2007 - 59924
